Welcome to

Increasing First-Generation Students' College Success Through Virtual and In-Person Individualized Advising and Support

The webinar will begin promptly at 12:00 PT/3:00 ET

The webinar will begin soon. While you wait, please share in the chat box: Your name, role, organization name, and location.

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Increasing First-Generation Students' College Success Through Virtual and In-Person Individualized Advising and Support

October 4, 2017

12:00-1:00 PT

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Agenda

1. Welcome and introductions
2. Introduction to the research evidence
3. *Future Connect*: A comprehensive in-person coaching model
4. Q&A
5. *Dell Scholars Program*: A virtual data-driven support model
6. Q&A
7. Wrap-up

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About REL Northwest

RELs partner with practitioners and policymakers to use data and evidence to help solve educational problems that impede student success. We do this by:

- Conducting rigorous research and data analysis
- Delivering customized training, coaching, and technical support
- Providing engaging learning opportunities

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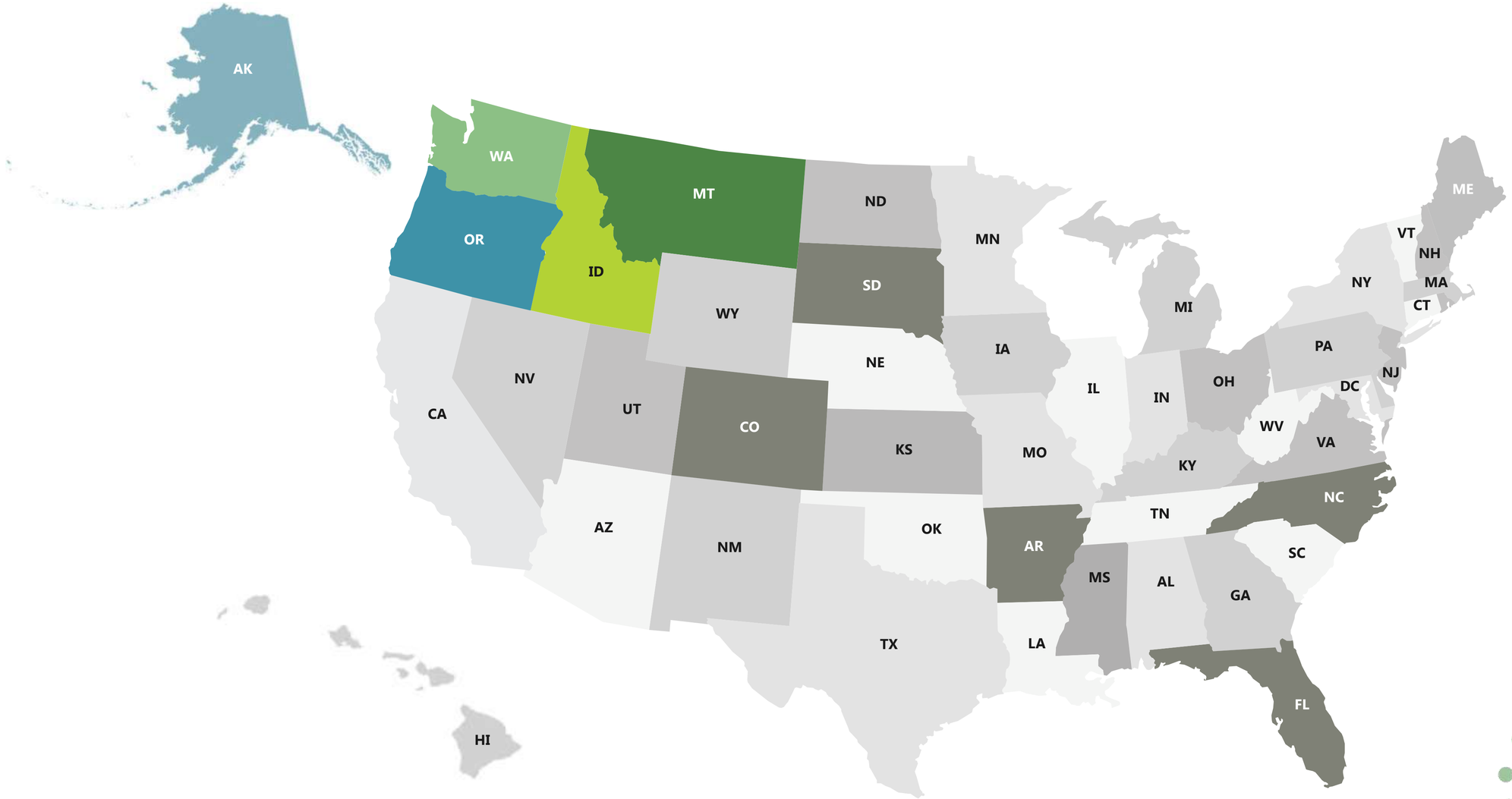
Our region



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Session Goals

- Review evidence of how comprehensive financial aid and advising programs impact college completion
- Increase understanding of barriers to college completion and how comprehensive scholarship and advising programs support first-generation students' success from high school to college completion
- Explore the elements of in-person and virtual advising models that provide personalized, comprehensive support

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Today's speakers

Michelle Hodara
REL Northwest

Pamela Blumenthal
Portland Community College

Joshua Laurie
Portland Community College

Oscar Sweeten-Lopez
Michael & Susan Dell Foundation

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Michelle Hodara

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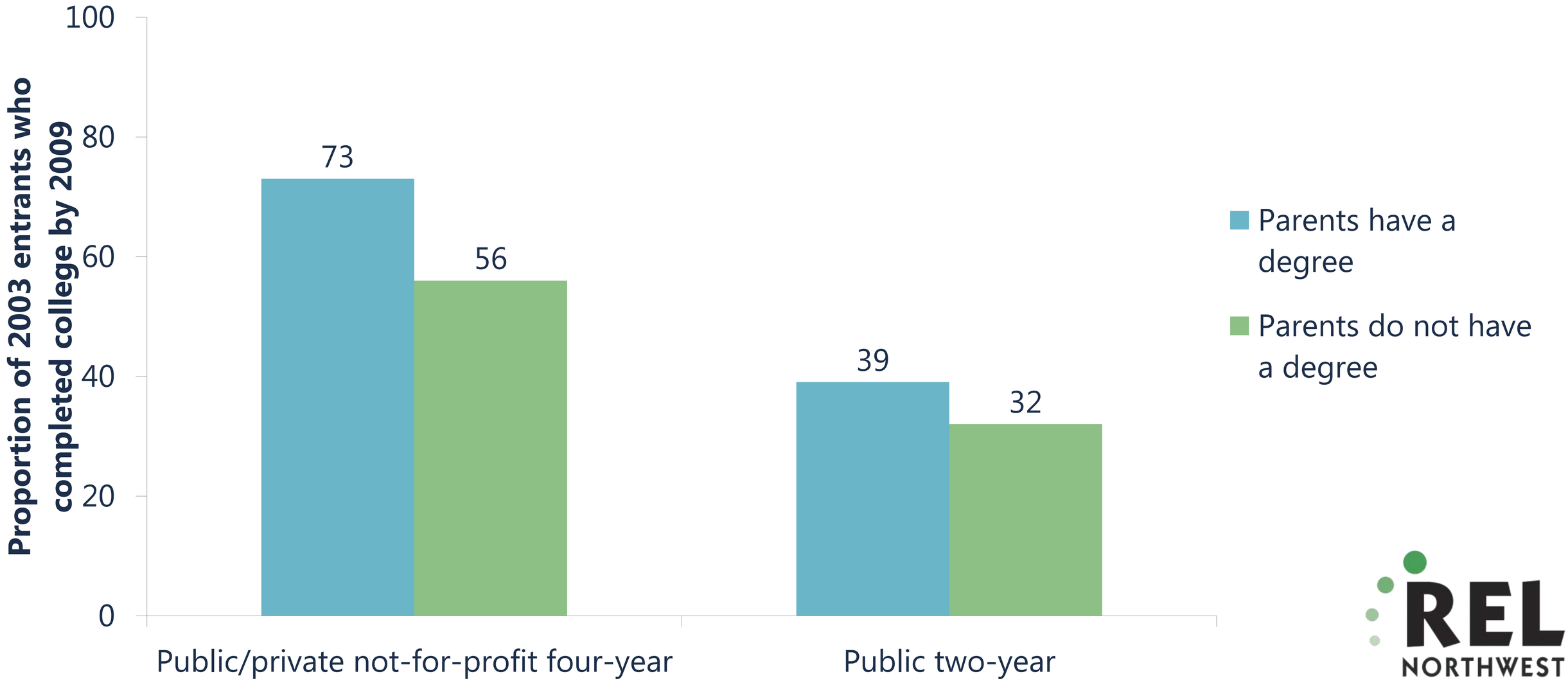
Introduction to the research evidence

First-generation students have lower college completion rates



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What does it take to enter and succeed in college?

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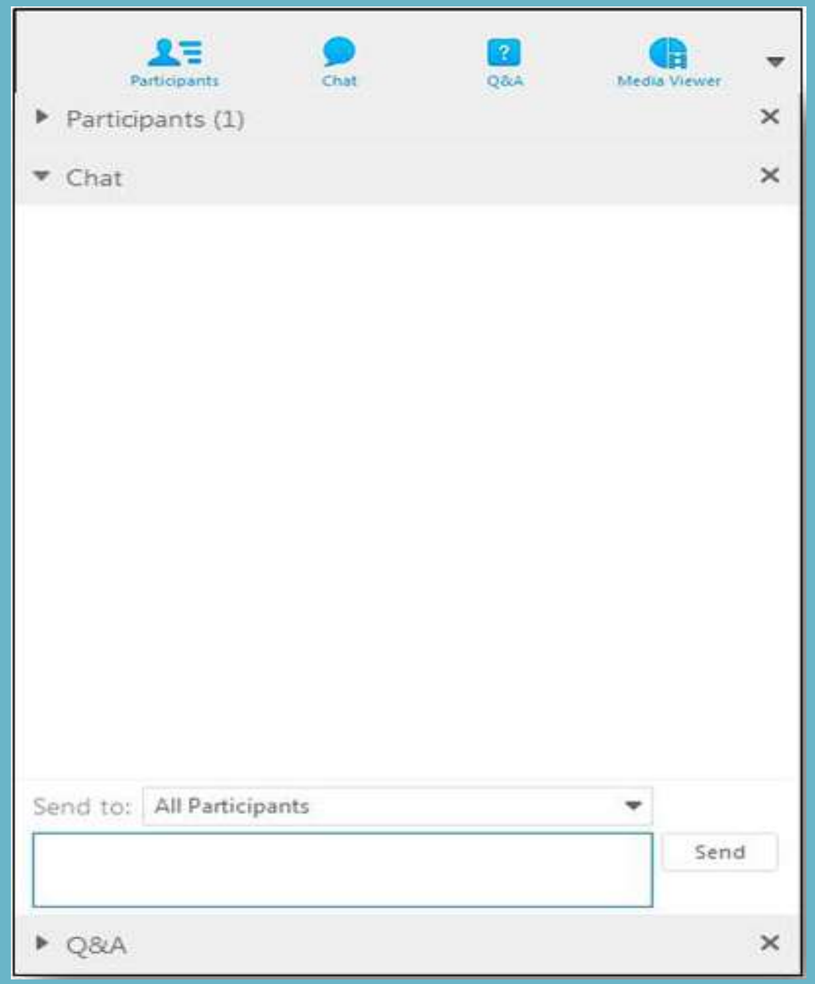
What do you think?

Use the Chat feature:

How much has the cost of tuition, fees, and room and board risen at higher education institutions since 2000?

(a) costs have doubled
(b) costs have risen by one-half
(c) costs have risen by one-quarter



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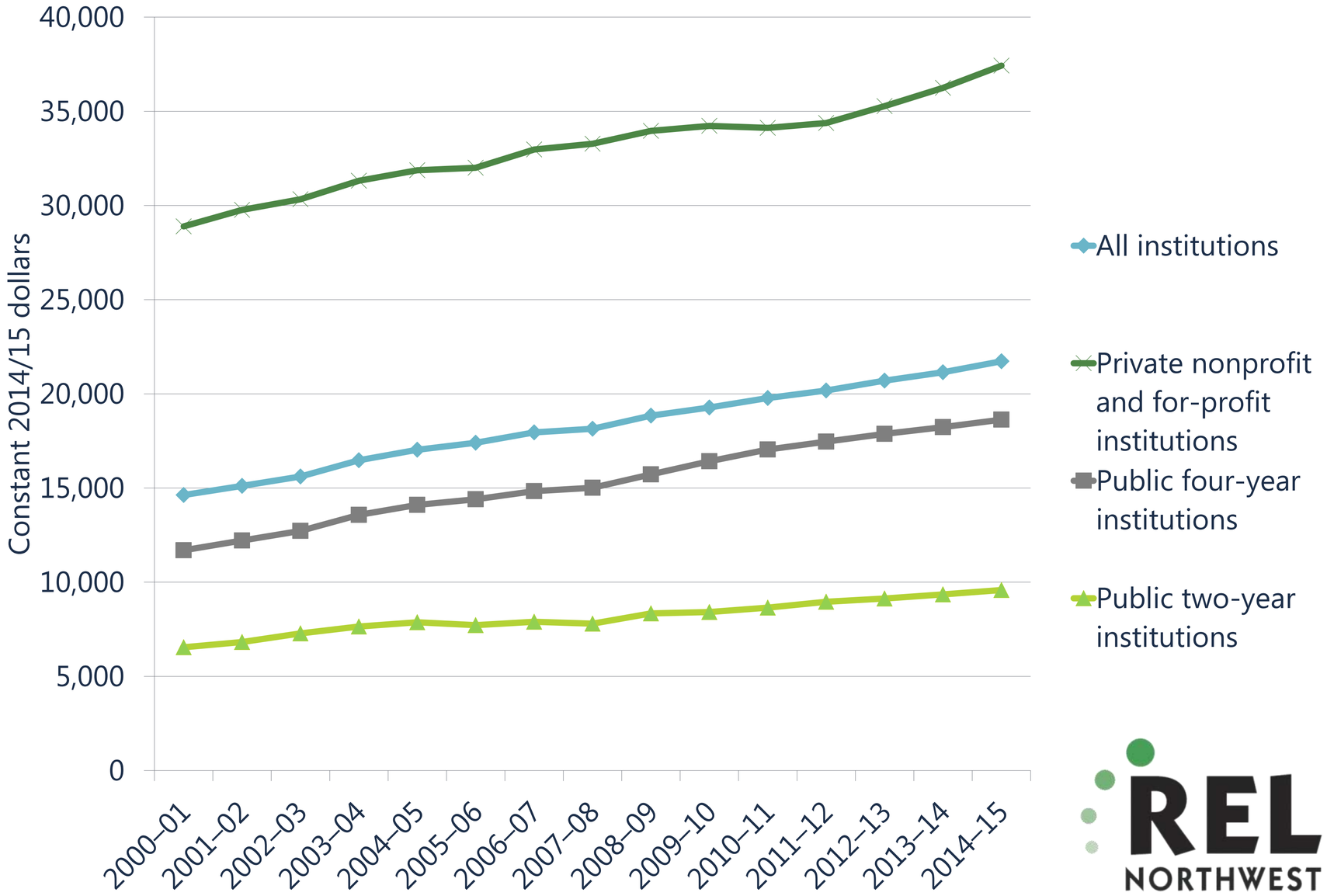
College costs have risen by one-half

2014/15 average costs

- $18,632 public four-year institutions
- $9,586 public two-year institutions
- $41,970 private nonprofit institutions
- $23,372 private for-profit institutions



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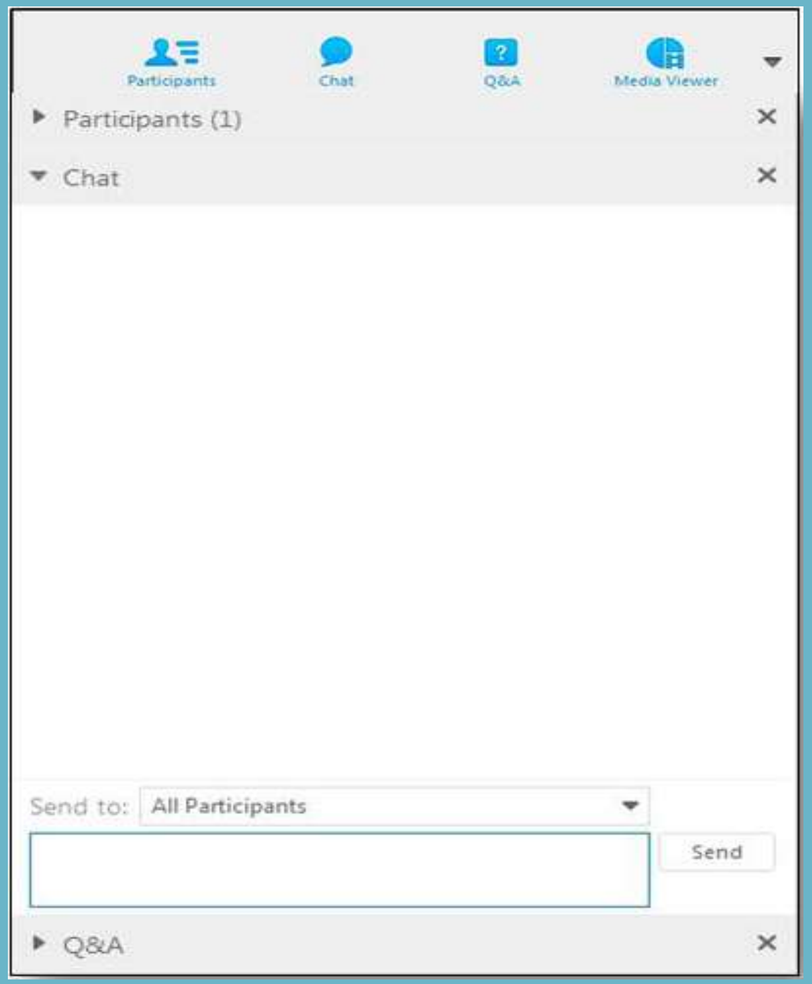
What do you think?

Use the Chat feature:

What specific resources and services do first generation students need to succeed in college?



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Providing long-term financial and advising support addresses multiple barriers to college completion

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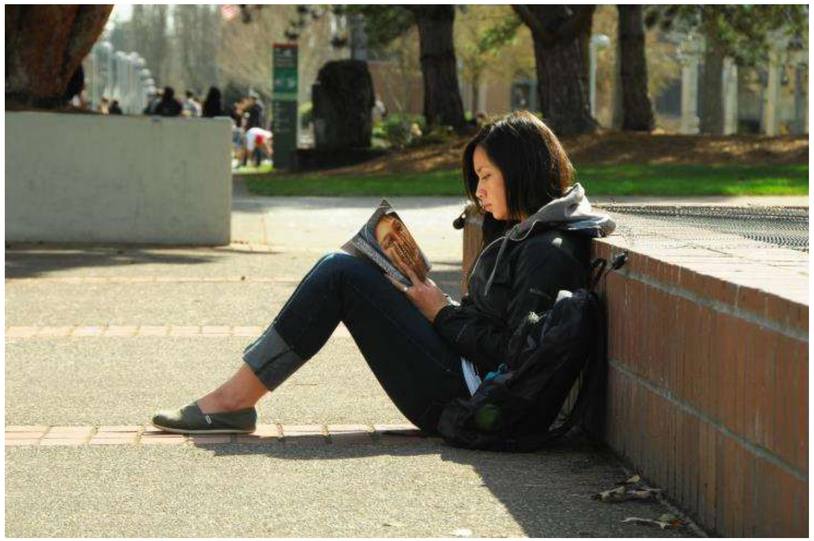
Comprehensive programs have a large impact on college completion



- Each program raised college completion rates by…
  - Future Connect: 9 points
  - CUNY ASAP: 18 points
  - Carolina Covenant: 8 points
  - Dell Scholars: 16–19 points

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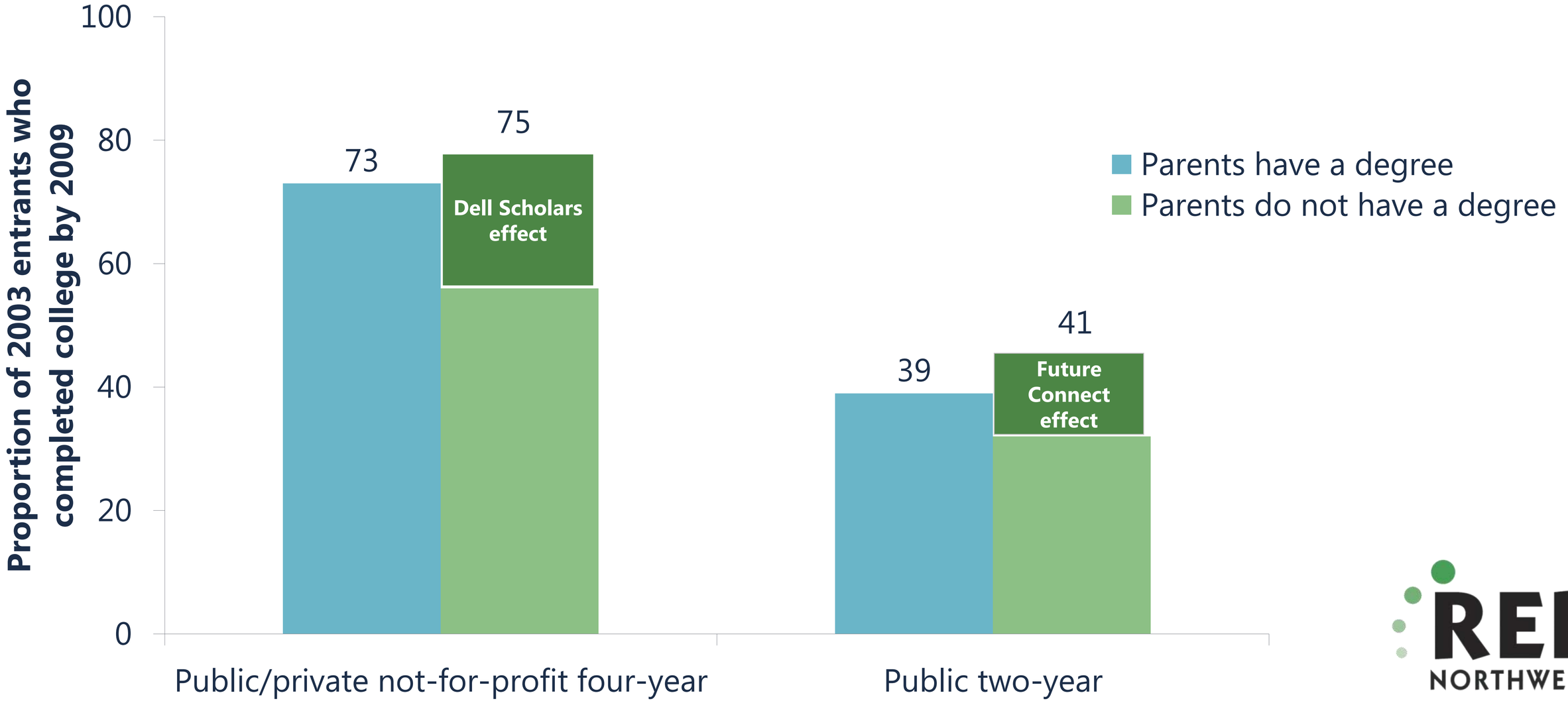
Dell Scholars and Future Connect essentially close gaps in completion



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“Future Connect has helped me so much with my life, I can't make it into words. I am in college. I am so happy. My parents are happy. My siblings are happy. My friends are happy. My ancestors are happy, and most importantly, I am happy. I always knew I could do it. Future Connect helped me believe in myself.”

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“I wouldn’t have been able to get where I am now without the help of the Dell Scholars Program. I am beyond grateful to have had their support.”

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Pamela Blumenthal
Portland Community College

Joshua Laurie
Portland Community College

Future Connect: A comprehensive in-person coaching model

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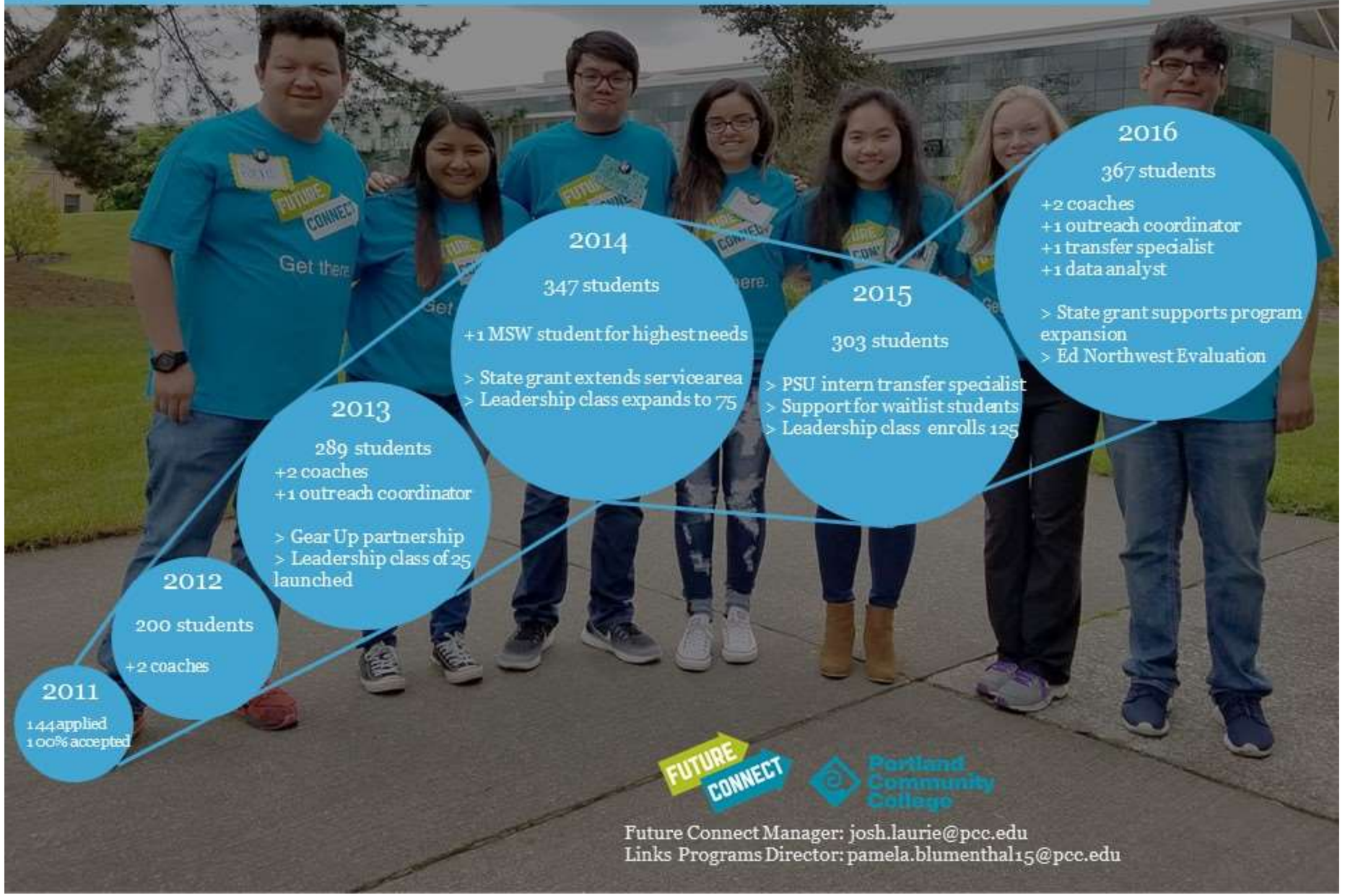
FUTURE CONNECT PROGRAM GROWTH & EVOLUTION

(By Cohort)



Future Connect Manager: josh.laurie@pcc.edu
Links Programs Director: pamela.blumenthal15@pcc.edu

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Components of Future Connect

- High school outreach
- Summer workshops
- A college success coach
- Cohort classes taught by the success coach
- Scholarship support
- Leadership activities within the community

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Early connection creates a sense of belonging

- Early connection to students in high school allows for connection to college resources prior to summer.
- Students build relationships with coaches throughout the summer as they develop a plan for college.
- Upon entering fall term, students build on that connection in free guidance classes that cover financial literacy, soft skills, and college culture.

"It's kind of hard to get to know people at a community college. Future Connect has provided me with the opportunity to get to know and relate to other students that understand what it's like to be a first-generation student at PCC. Most of us really didn't know anything about college. It's kind of nice being able to take a class together and knowing that we're all on the same page."

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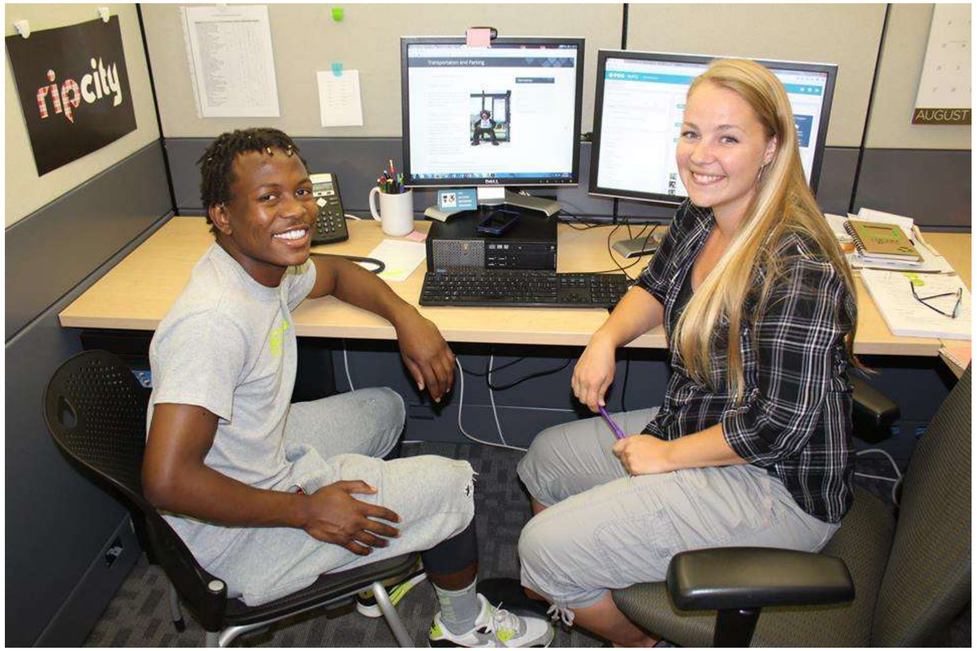
Coaches are advisers



- Coaches advise students on classes and schedules
- Coaches carry a caseload of about 125 students, including 50 first-year students, and approximately 40 second-year students and 30 third-year students
- Coaches are cross-trained in financial aid, advising, and resource support

“At first I had no idea how to navigate college. My Future Connect coach helped me with financial aid and guided me through all the challenges in college. I am now a sophomore at PCC, studying to become an environmental camp leader. Because of Future Connect I am close to completing my associate degree and have plans to transfer to a university.”

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Coaches are instructors

- Coaches create syllabi and courses built around College Guidance Core Outcomes
- Coaches teach two sections to new students during fall and winter term
- These cohort classes allow for biweekly check-ins during the first year of college

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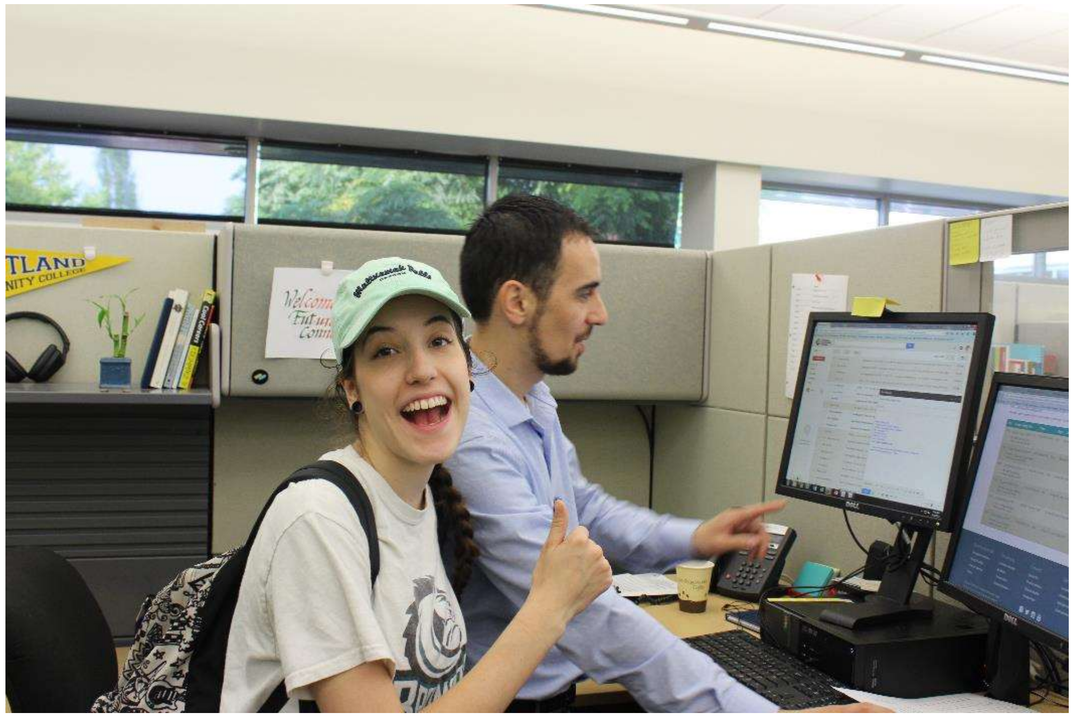
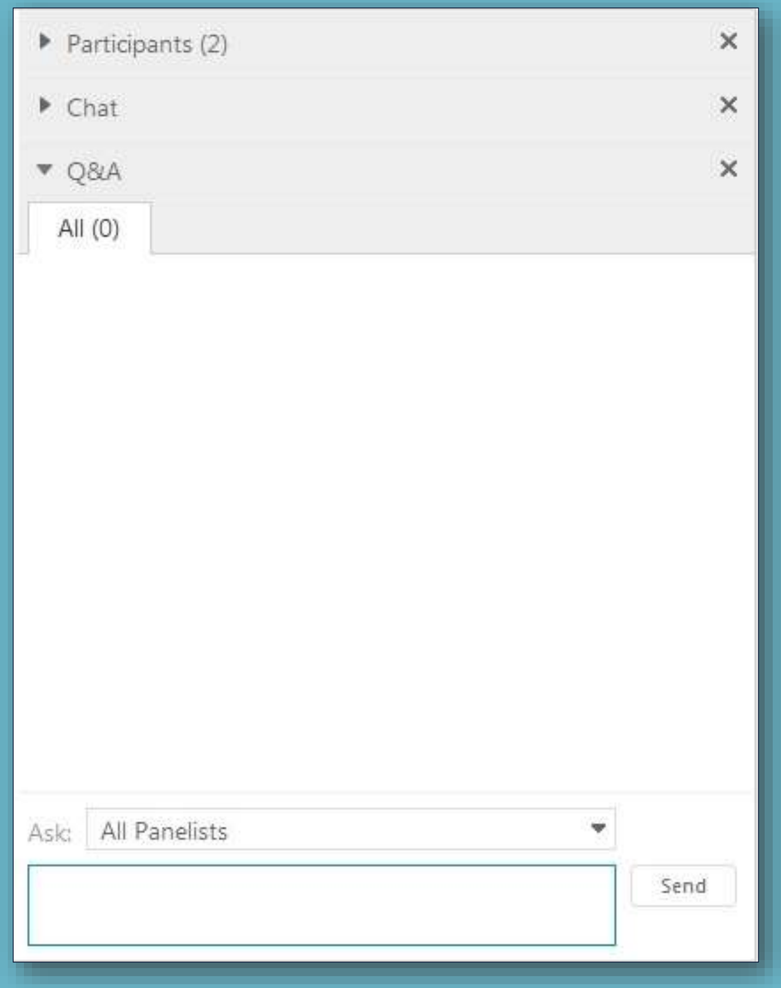
Coaches are resource advocates



- Coaches have drop-in space for students to access basic food needs and bus tickets
- Coaches are connected to resources in the community (housing, shelter and food, DHS)
- Coaches act as guides when students re-enter college

Got a question about Future Connect?

Use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



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Dell Scholars Program: A virtual data-driven support model

Oscar Sweeten-Lopez
Michael & Susan Dell Foundation

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3,000+ scholars over 11 years

First in family to go to college: 95%
Average family income: $27k
Graduates to date: 1,823

Who are the Dell Scholars?

> 600 Colleges

1,899 @ *Public*
1,149 @ *Private (not for profit)*
5 @ *Private (for profit)*

79%

21%

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Dell Scholars selection process

Nov

>30k start application process

Jan

8,000+ complete the application process

Mar

1,200 are semi-finalists - 'read' for finalists

Apr

400 are selected as Dell Scholars

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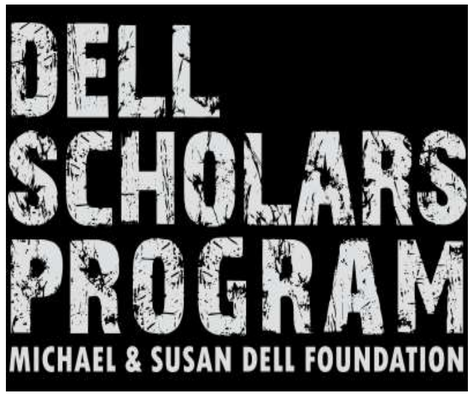

“We are more than a check. You are not alone.”

– Ninfa Murillo, Dell Scholars Retention Officer

- $20,000 scholarship
- Laptop computer
- Textbook support

- “… ongoing support and assistance to address the emotional, lifestyle, and financial challenges that may prevent scholars from completing college. These pressures range from dealing with stress, to getting out of debt, to managing child care and dealing with life circumstances as they arise.”

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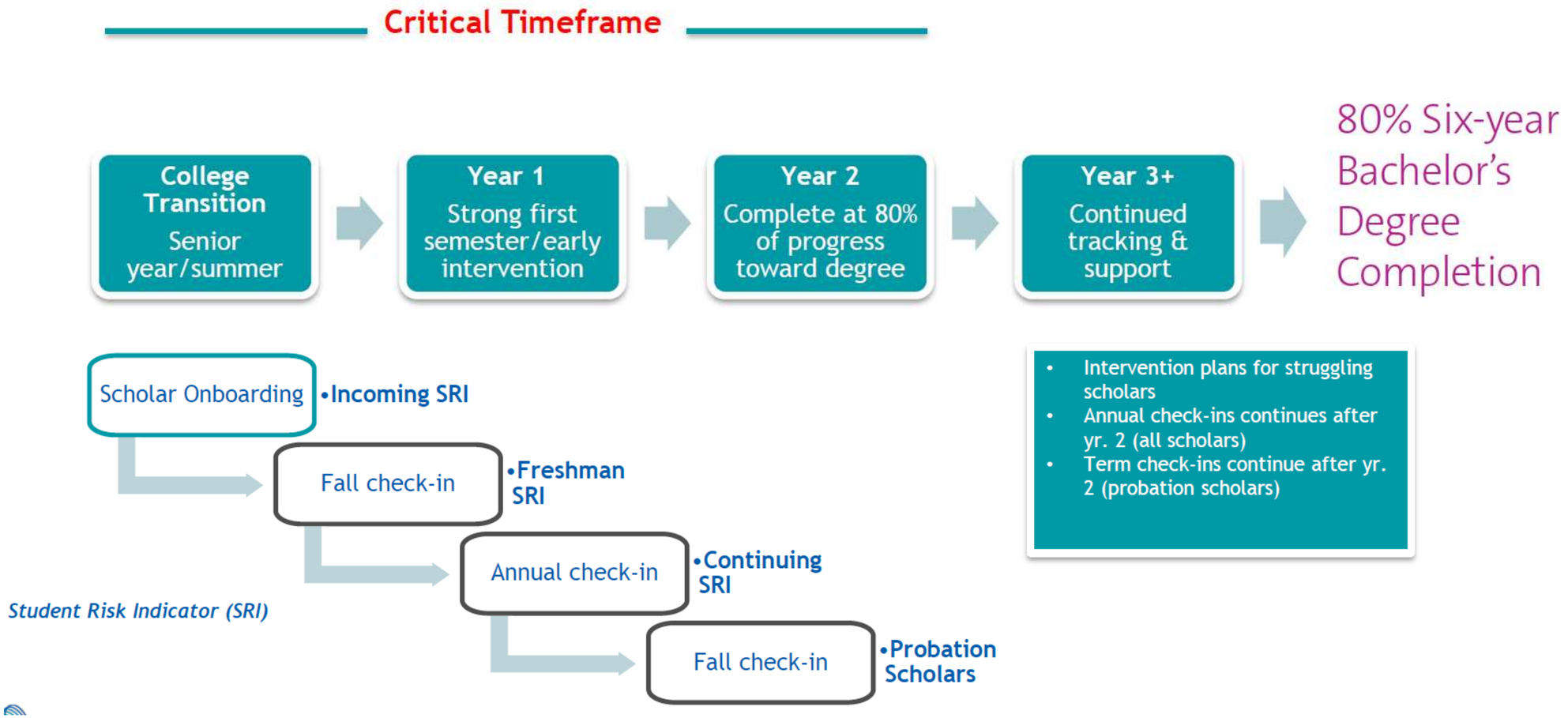
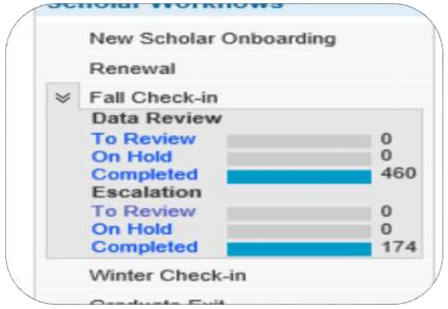
Funder & Practitioner - Dell Scholars College Completion Model

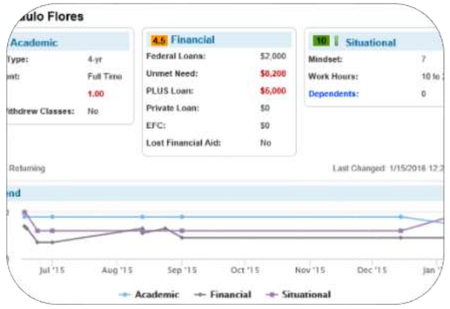
Comprehensive knowledge of scholar challenges has shaped program model – focus on college transition through second year



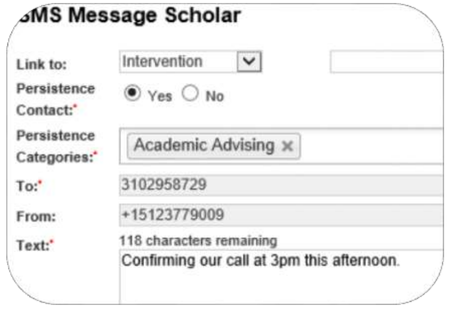
Leveraging technology to provide high-engagement support



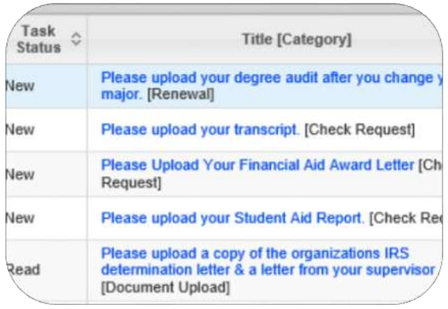
Data collection and review workflows



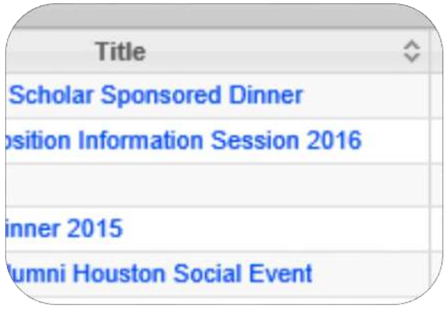
Automated Student Risk Indicator (SRI) algorithm



Integrated text and email messaging

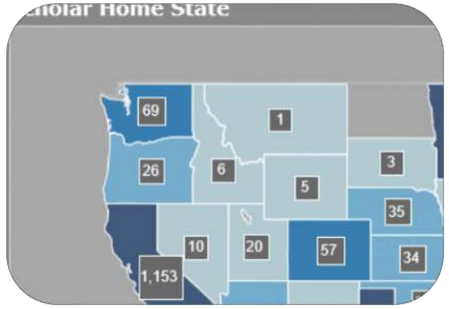


Integrated staff and student task tracking features

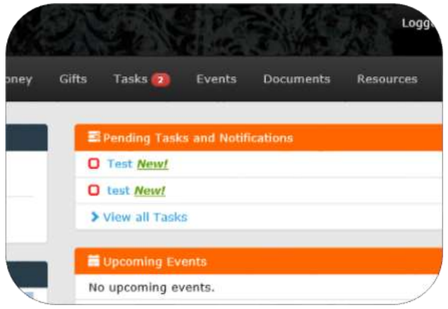


Event scheduling and attendance tracking

Comprehensive student profile



Advanced reporting



Private student portal

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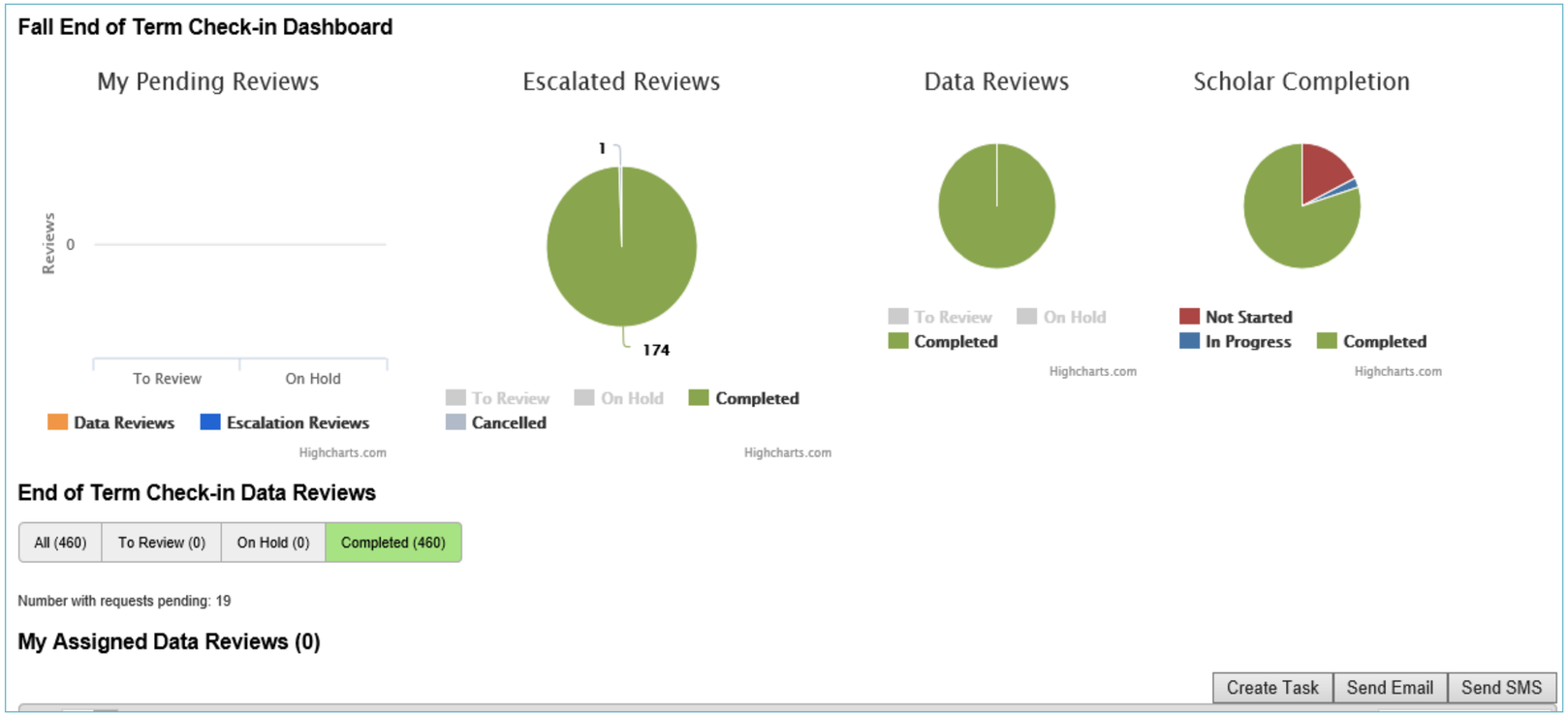
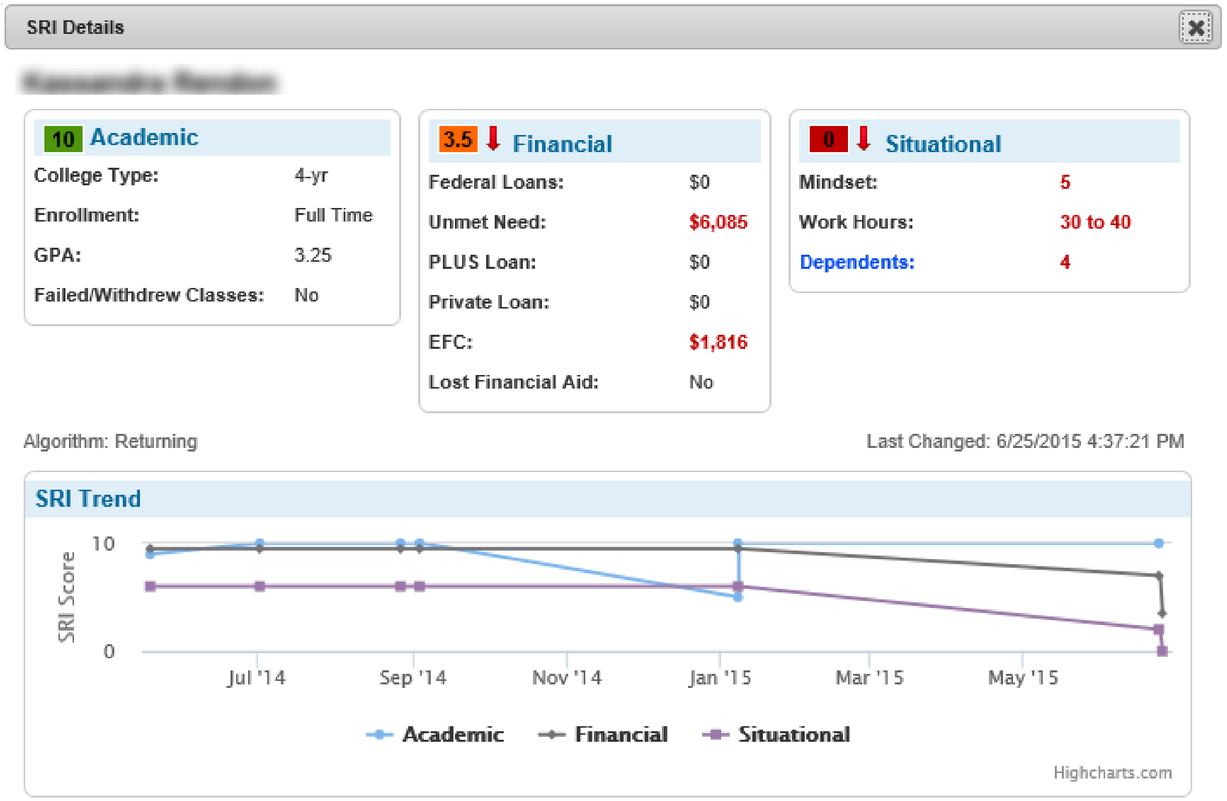
Data collection and review workflows

Dell Scholars complete check-in surveys so staff can track progress and prioritize outreach to those who are struggling



Automated Student Risk Indicator (SRI) algorithm



Survey data automatically calculates risk across three categories:

- Academic
- Financial: paying for college
- Situational factors: family/life

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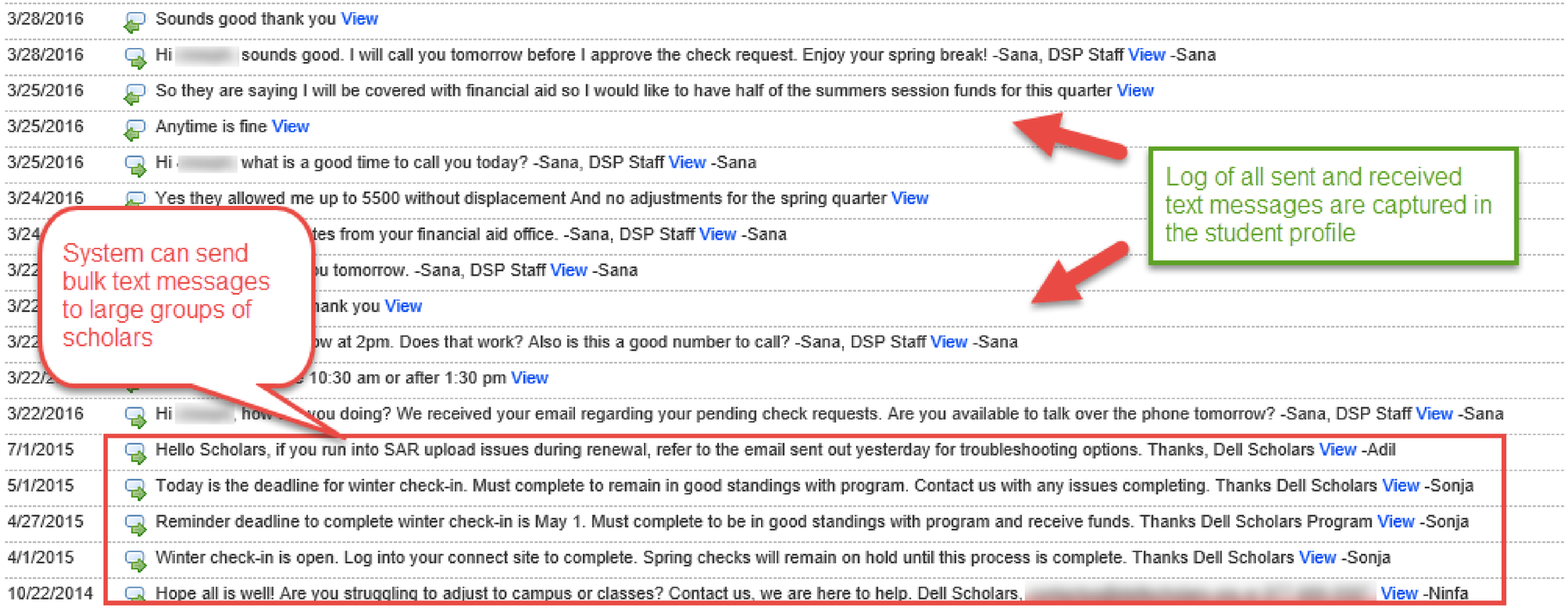
Communication is key



- Integrated text and email helps document all student contact in the system
- Texting students is definitely their preferred method of contact and increases response rates dramatically over email

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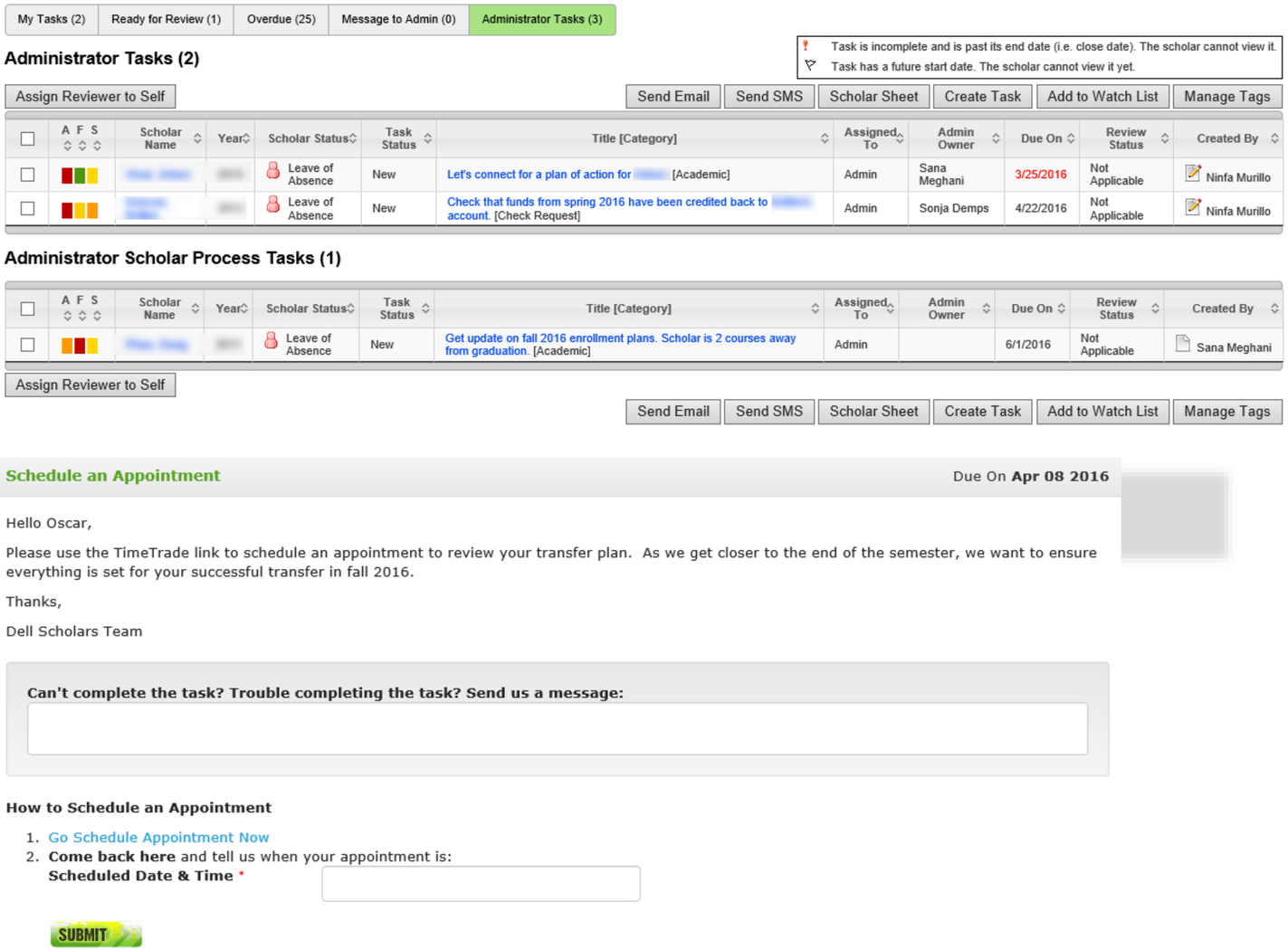
Integrated staff and student task tracking features



- Program staff can track and manage all their student support efforts in the system
- Students can be assigned tasks related to their student support plans

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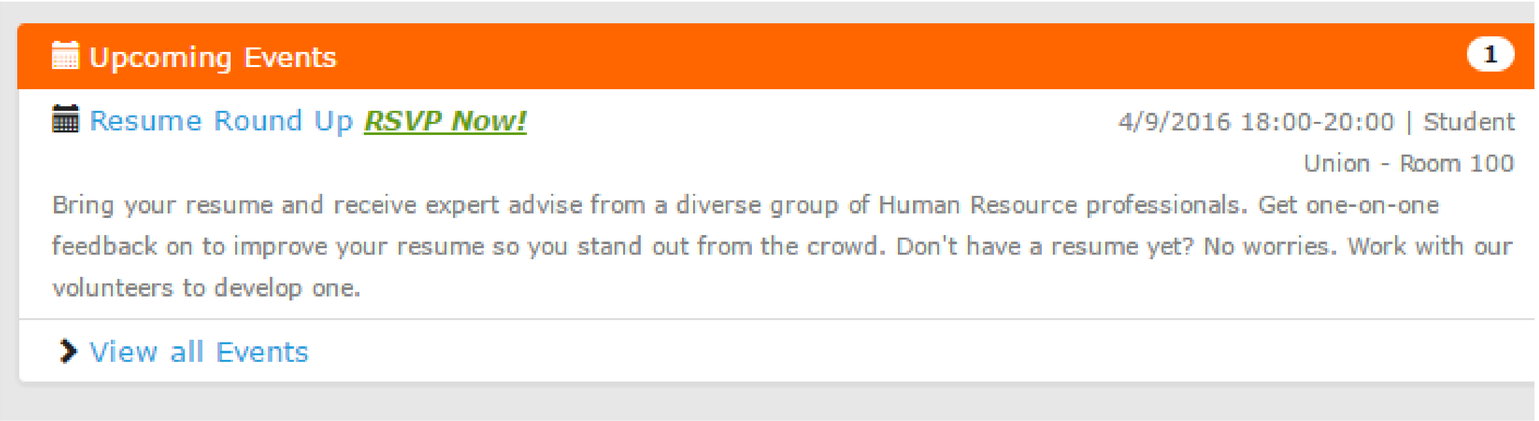
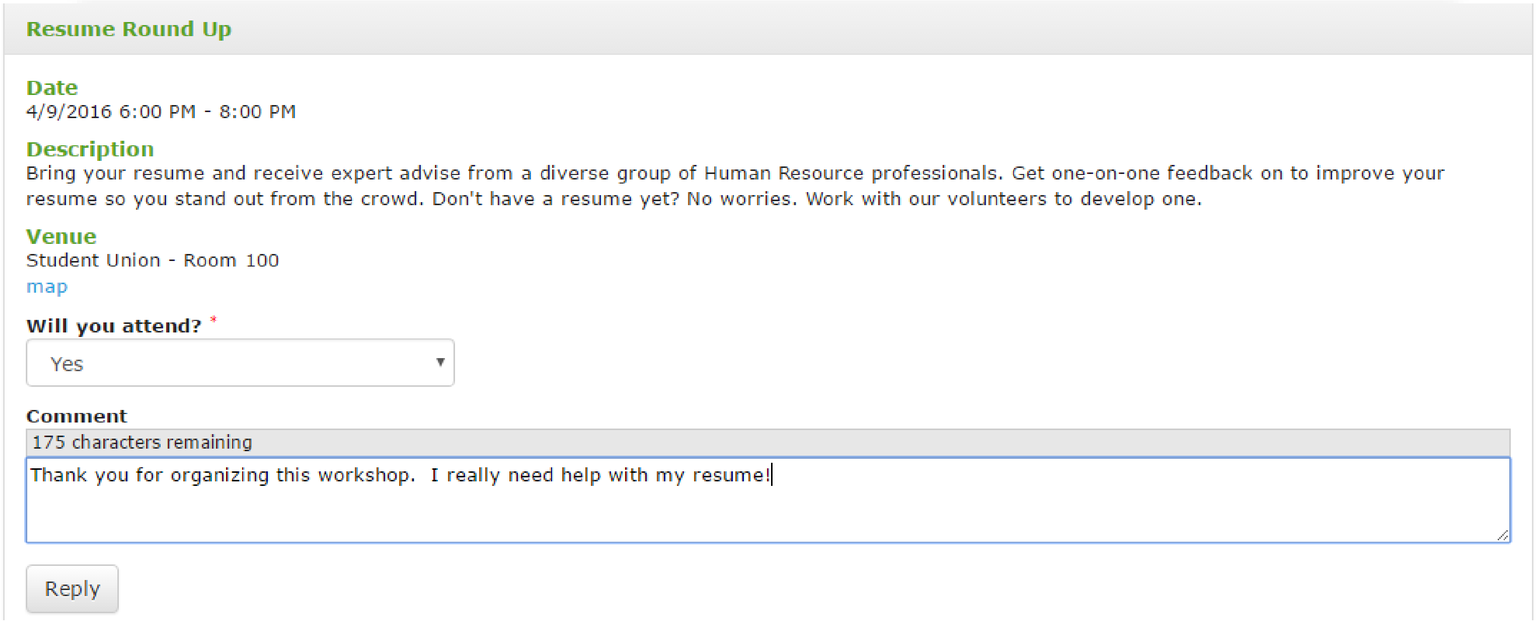
Event scheduling and attendance tracking





- Staff can create events from the administrative portal and invite students
- Students can view the events on their Dell Scholars Connect portal and RSVP
- Automatic reminders are sent leading up to the event

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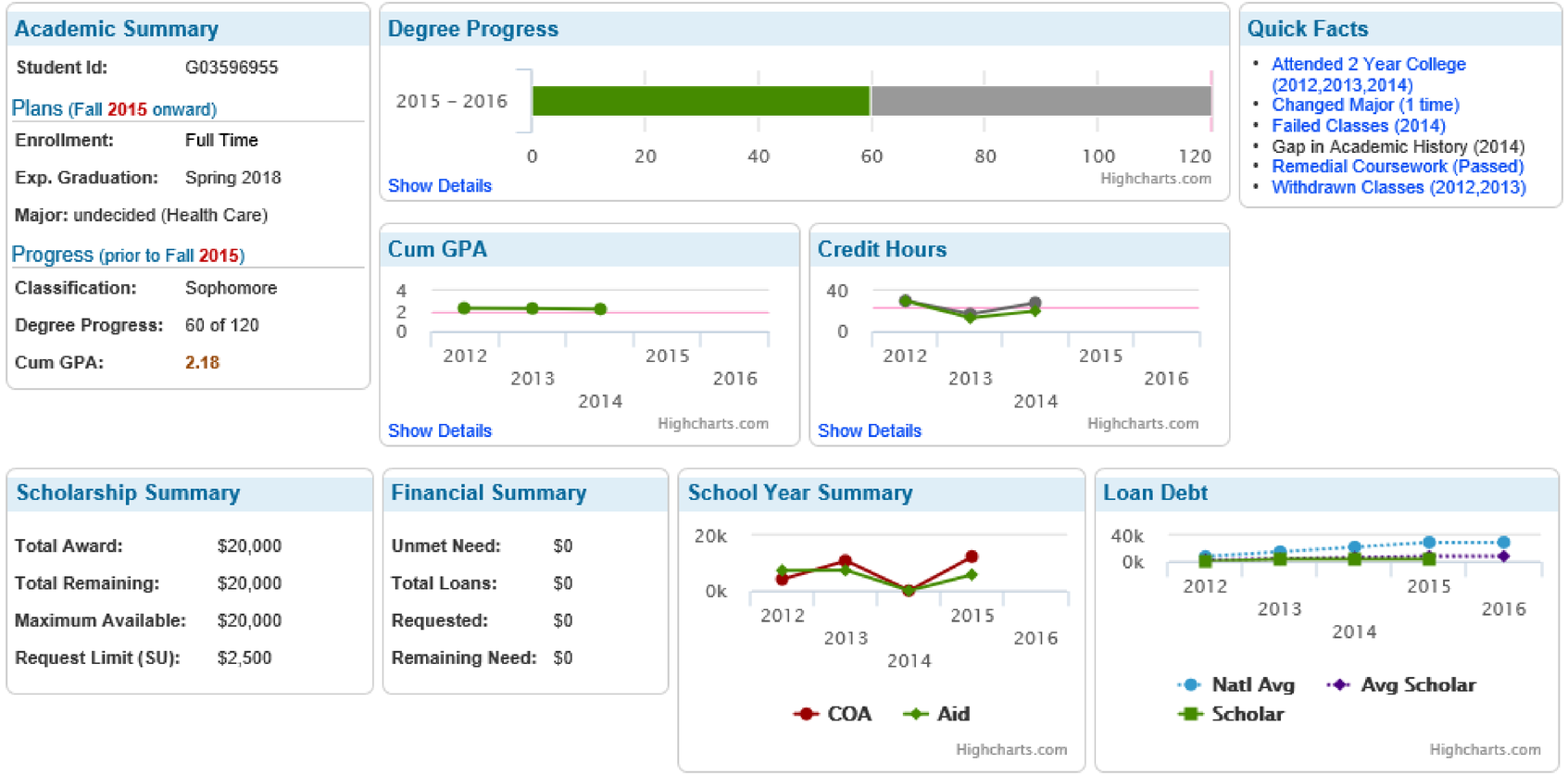
Comprehensive student profile



- At-a-glance view of critical academic and financial affordability indicators on the student's profile landing page
- Dashboards quickly summarize progress toward degree completion

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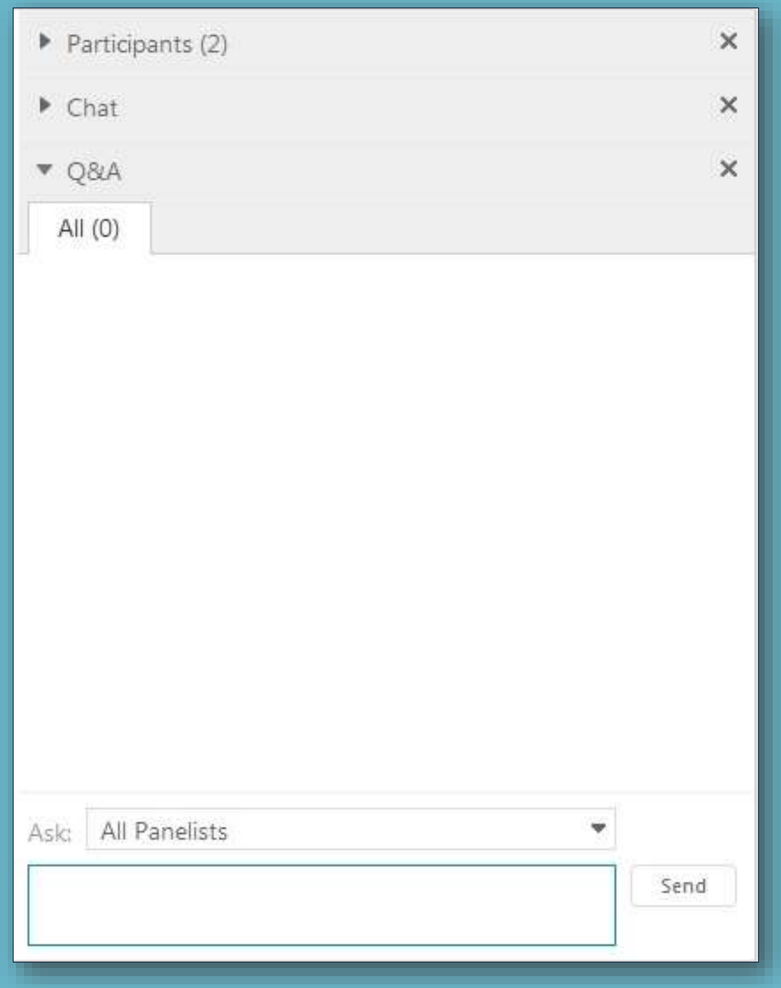
Got a question about the Dell Scholars Program?

Use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



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Based on what you learned today, what will you do next?

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Thank you for participating!

Learn more

Learn more about Future Connect and Dell Scholars Program at:

https://www.pcc.edu/future-connect/

https://www.dellscholars.org/

Email Michelle Hodara at:

Michelle.Hodara@educationnorthwest.org for information about the research evidence.

We will notify you via email when a recording of this webinar is available.

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